

**76. Have any critical elements been left out of the preparation for Wave 3 implementation?  
Please explain:**

**Wave 1**

Note: This question did not apply to Waves 1 and 2.

**Wave 2**

Note: This question did not apply to Waves 1 and 2.

**Wave 3**

1. Adequate training has not been provided. Training instructors go over basic screen navigation and, in my experience, are not able to answer questions about business process. Additionally, as explained in the last comment, Edison staff has not provided me with answers to certain important issues.
2. Training
3. When Wave 2 went live, the system bogged down and payments were reportedly weeks late. When DHS, DCS, and other large agencies begin processing enormous numbers of transactions, there appears to be no plan for making sure that it won't bog down the system again.
4. We did not receive instructions for cashiering to train our users until 6/4/09 from our central office. We have not received usernames and passwords for our users for iNovah. Our region was suppose to pilot the cashiering module but now we have until July 1st to pilot in 2 counties and then train the rest of the region on July 1st. We have had no guidance about using document scanners.
5. Financial component needs more hands-on training and not just on-line.
6. We are still trying to get the functions of this system to work or be understood so that our purchasing requirements are met.
7. Parallel testing should have been run from the beginning, but at least by the third wave. This agency has to make timely payments of debt service on short term and long term debt as well as make payments to vendors on behalf of the borrowers and not knowing how Edison will process these items to make sure that the payments make it on time, causes worry.
8. We have had no training from Wave 1 or Wave 2 users, and the Edison trainers often are not familiar with our business processes and needs.

9. Nobody really knows how invoices are going to be paid. I think that it is going to be very confusing and businesses and individuals that are paid by the state are not going to be satisfied at all.
10. I don't know what Wave #3 is - travel ?
11. State Shared taxes will be due to be paid to Local Governments on July 20th, since we are in Wave 3 - at this point June 4th we are still waiting on details as to what format these payments need to be in for accurate payment. I will also need to verify these payments via testing and that takes time. I also have some concerns about Vendor Codes problems and the possibility of paying payments to the incorrect local governments due to Vendor Code suffix updates. I just learned yesterday of a situation that a County Trustee received a County Clerk payment. This should not be acceptable. More emphasis needs to be placed on vendor codes and proper updates. Why would we have reinvented the wheel related to Vendor Codes if what we were doing was working in STARS. You don't make changes just be making changes. Changes should reflect improvements not cause problems or errors.
12. I don't know what Wave 3 is regarding.
13. We do an extremely large number of wires and have no idea how this will occur in Edison. Because we do not use formal invoices for our AR we have had to create a billing template and we do not know if this will work. Our office is heavily involved with payment of the State's debt and are concerned that something may occur to cause a missed payment.
14. Not understanding the question.
15. I cannot answer this question yet. I have not been included in many processes that I had been involved in in the past. Therefore I do not know if there is anything "critical" missing or not.
16. THE FIRST TWO ARE NOT WORKING WHY THROW MORE INTO A BROKEN MOTOR.
17. Training and testing interfaces
18. I really needed an I don't know box because I really don't know because none of the training has applied to me.
19. Cannot process Purchasing functions
20. since I do not know how the financial component has been designed to work in our office I can't answer this question fairly. If I don't know how it works, how do I know if something was left out.
21. The most critical is that there should be one on one training. This should be done by central staff personell, if they understand what is going on.

22. proper training and consideration for transaction to go smoothly
23. I consider the Edison inability to source a contract at this point in time a rather major liability.....
24. Training is not as good. There is not enough communication from whoever is responsible for implementing Wave 3.
25. Have not had all the training. I am not currently using the Financial Component. I really cannot complete survey accurately.
26. To date, I've had NO preparation for Wave 3. I was sent email 6/1/09 with link to ESS training -- today is only 6/4/09 -- not yet had time to participate in this self-training.
27. NO DETAILED INSTRUCTIONS ON HOW TO USE SYSTEM
28. We are not ready
29. Since I am not currently using the system it is hard to predict what my answers would be if I have used it. The components of Edison that I do use do not always function the way they are intended to function. The cost with the financial component is that money can be lost or mismanaged.
30. Sufficient training has not been provided.
31. Each department should have more detailed training available for their department rather than just a generic statewide class.
32. The roles in Edison are not clear. Some of the training leads me to believe that some data entry will require more time and more effort and more man hours despite being a more modern system due to the arduous approval process. It is my understanding that transactions will have to be approved one at a time, not in batches as is the current practice. Considering that by year end there may be 800,000 transactions for the department it seems this may be quite a daunting task.
33. As noted in earlier comment, I see a gap between how we do our jobs today and how they will be done in the new system. Our fiscal director has suggested that we go visit Wave 1 and Wave 2 agencies to learn how to do our jobs when we go live.
34. Again the testing environment and the key players who will be responsible for keying purchase requests have not been adequately trained. This is not a user friendly system. Many more steps are necessary to even key a purchase request. It will not eliminate the need to keep paper copies because you need back-up documentation to be able to ensure accuracy of information submitted. Wave 3 should not be implemented at this time.
35. Training is not yet complete and many field people have yet to be scheduled for training three weeks away from go-live. Role mapping is not complete. Many questions about fiscal operating procedures are unanswered.

36. Its my understanding that Edison will not keep track of federal funding at the contract level or vendor level unless it is on the original payment. Also refunds received from vendors will be hard to credit the vendors file so we are losing our official accounting records for these items. Hence the federal information and contract file in Edison will be incomplete and the vendor file will be incorrect. Also STARS used to calculate the federal and state funding for each payment after we supplied the percentages but now we have to do the calculations ourselves. We do not have a system in place to do these calculations. Our current sub sytems that were feeding STARS cannot send the new coding and formats to Edison, even without the additional transactions for the calculations so we need new sytems and/or programming to prepare the new formats and house and accounting data that Edison is not required to store. We should have been provided this information at least a year ago so that we could be preparing to handle these new responsibilities.
37. Don't have a clue what wave 3 is
38. Communication seems to be an issue, and also Edison being short staffed. Their response time is lacking.
39. Training and information.
40. There should be indepth training. I have been asked to complete this survey without any knowledge of Wave 3. This survey was designed for those who are already involved in the financial component.
41. Specific departmental testing and high level training.
42. Training was not hands-on and was too long ago. I will never remember those things when we go live in July.
43. adequate training not conducted.clear explanation of what modules are needed by what personnel.
44. all of them
45. I DO NOT KNOW
46. Sole training was on-line. Manual or paper support would be helpful.
47. WE NEED MORE TRAINING
48. Have not had any classes on inventory or receving of stock.
49. Reimbursable milage on Expense Claims is always wrong - we are being over-paid in most instances. Nobody seems to care.
50. It would make sense to "get all the bugs" worked out in waves 1 & 2 before implementing wave 3

51. The training has been terrible. The only thing I have been trained on is travel input and approval and both of those were online and not greatly beneficial.
52. Complete training in my opinion.
53. Preparation to draw federal funds are not complete or clear. The coding for federal funds is too complex and can easily be dropped off the transaction causing federal funds not to be drawn. Additionally, the Edison system relies heavily on internal controls not system controls to address audit issues. The system should have stronger edits.
54. The system is not user friendly
55. Since I am in Wave 3, I have not actually used the Financial Component, neither do I feel prepared to use it.
56. Preparation and training of staff. Staff at the local level within the Dept of Health who provide patient care on a daily basis do not have the time or easy access to a computer to receive adequate training.
57. How to process invoices Explain how to turn an Invoice received in the mail into a finished payment sent back to the Vendor.
58. Financial billings still are not properly functioning
59. don't know
60. Since the training classes were taught as separate classes, the entire purchasing process was never covered beginning to end. The training I received for TOPS went step by step as how the purchase was entered into the system. Edison training gave small section at a time, but never tied the entire process together. Also, some of the examples used in the Edison training did not follow state guidelines for purchasing. This was confusing for some.
61. It is a matter of review training and establishing patterns to go through the financial process of ordering supplies. It is not a matter of not wanting to learn but, with the State's downsizing, many of us have not had the time to review as we would have liked.
62. Edison people coming directly in person to assist the agency in role mapping, process analysis, speed chart development, etc. From what I have experienced, Edison requests information without instructions or guidance via email and hope the agency response to be correct, like sticking a hand through a curtain, taking what is given, then spitting something out as gospel. Knowledge transfer from prior go-live agencies is needed. Parallel testing needed. Practicing start to finish of a process is needed.
63. WE DON'T KNOW MUCH ABOUT HOW IT IS GOING TO WORK UNTIL WE GO LIVE. THE EDISON CLASSROOM TRAINING DID NOT APPLY. IT WAS TOTALLY SEPARATE FROM OUR PTBMIS SYSTEM. THE TWO MUST INTERFACE SOMEWAY.

64. The persons conducting the training had not used the system enough to know how to answer the questions asked of them.
65. I truly don't know what it will impact other than travel and probably really do need to.
66. I don't know and there was no option for 'Don't know'
67. lack of understanding. Training efforts are not helpful. no crosswalk of routine business procedures. no one knows how to do their jobs come july 1.Panic!!!
68. When in training, we needed to know how to do what we actually do. The application is too general, not enough specifics. It needs to have been done slower for such a complex system.
69. We have not tested or implemented all components. Example cashering > inventory > invoicing etc.
70. Back-up plans, parallel testing, Edison staff understanding agency specific issues
71. Steps to be taken regarding the actual roles and the duties that some individuals will have. Also, we still do not have scanners for all of our employees to use to scan invoices, receipts, etc.
72. Service Provider Registry - will it be a component of Edison or not.
73. I think the training we received was much to generic. At this point I can't see how this is going to be implemented in our day to day operations. I am sure my supervisor knows much more.
74. Don't know. I was not consulted.
75. explain what wave 3 will be and help people with no short term memory
76. ....
77. See previous issues on training.TRAINING WAS LOUSY!!! (sorry, but that's the best way I can explain it)
78. Although I've had training that gives me a general overview of the modules, I have had no detail process instruction, so that when we go live, I feel that I will be fumbling my way thru each process to "figure it out as I go."
79. The problems should be worked out of each phase before going to another phase. The problems are just snowballing instead of being worked out.
80. Training particular to our Agency.
81. Backup ways or means to acquire supplies if Edison is slow in responding or the acquiring of familiarity with Edison

82. We in the regional offices have no idea what we will be doing in Edison.
83. As stated earlier, we have no speedcharts yet so I doubt all of the necessary components are present. I do not know this for a fact because we haven't done any testing.
84. understanding unique problems as related to interfaces and legacy systems
85. Training
86. Not enough explanations as to what we are supposed to be using due to exempt status. Things that were suppose to be able to occur are now being said cannot happen in Edison.
87. I answered yes because I do not know what the critical elements are.
88. That is just my perception as the project has not been fully implemented and have not used it yet.
89. The system is too time consuming.
90. Just making us and help desk aware of any variations in the implementation.
91. See previous answer regarding outstanding issues.
92. I feel totally unprepared for July 1 when Wave 3 starts. I don't know if I have had the training I need. Nobody has discussed how year-end closing is going to proceed this year.
93. I do not understand the question.
94. improper training prior to going live
95. Training has been very difficult with the reduced staff we now have at the local level. Staff time is concentrated on serving our clients and training time has had to be very limited.
96. User friendly training!
97. What was taught in training is not at all helpful with new wave. System functions differently than previously stated.
98. Contracts training; internal departmental training on individual financial component roles.
99. Poor communication flow from Project Edison throughout layers of agencies (central offices, field offices, etc)
100. I have not seen the system so I don't know if anything works or not

101. to reduce my stress level by showing me practical applications and providing samples about how to do my work. The click, click, try this approach did not work for me. Sorry
102. Time to practice using the new system is needed for adjusting to the program
103. I have only received Professional Service Contracting. I do not feel prepared to understand how that component will work with the Financial Component.
104. We have not yet received specific instructions as to how our department will use the Edison Financial Components.
105. I HAVE HAD ONE CLASS. THE REST I'VE DONE BY TRAIL AND ERA. I HAVE 22 YEARS SERVICE AND I'VE NEVER SEEN OUR DEPARTMENT IN THIS SHAPE. IT'S NOT JUST EDISON THE COMMUNICATIONS FROM TOP DOWN. IN OUR DEPARTMENT THE TROOPERS TELL THE SUPERVISORS WHAT ASSIGNMENTS THEIR GOING TO BE ASSIGNED. THEY WILL TELL YOU WHEN YOUR GOING TO BE TRANSFERED. MOST OF THE TIME THEY CAN TELL YOU WHO'S BEING PROMOTED. ONE THINGS GOOD MAYBE THEY CAN TEACH ALL THE TROOPERS EDISON BECAUSE THEY SURE DON'T KNOW THE ENFORCEMENT PART OF THE JOB TO TEACH. SECOND THOUGHTS THEY WILL TEACH EVERYTHING BUT NEVER PERFORMED.
106. We are in Wave 3; however, based on the information we have the system will require much more time, especially for the staff in the local areas.
107. There has not been enough training for the employees. We do not know who the superusers are and who to contact when we have trouble. All issues from other departments have not been resolved.
108. Wave 3 has already been implemented for us. TRAINING...COMMUTE MILES on the travel and expense center
109. It is difficult to explain since we have not gone live yet. However, it appears from my training in classroom settings that clarity for the inventory component and purchasing requisitions components were not, at the time of training, completely clear.